Automation

Service Name: Army Active Directory (AD) e-mail

1. Service Description: Fort Detrick DOIM provides electronic mail accounts using Microsoft Active Directory (AD) Mail for Army customers. Microsoft Active Directory is an e-mail server that can be used to handle official government e-mail. It can also be configured to send and receive outgoing mail on demand. Service includes maintaining the e-mail infrastructure and troubleshooting issues to insure e-mail is delivered in a timely fashion.

2. DOIM Responsibilities:
   a. Provide email services to include host support and accounts management.
   b. Provide 50 MB mail storage per user.
   c. 24x7 operation (with 3 hours bi-weekly scheduled for preventive maintenance)
   d. Achieve e-mail server availability of 99% (24x7), excluding scheduled maintenance.
   e. Add/delete users within 1 working day of request by Receiver IAW established security procedures after receiving request from the Customer Support Center (CSC).
   f. Perform mail server Service Pack updates.
   g. Perform mail server Antivirus updates.
   h. Perform full system and incremental backup per prescribed schedules and processes.
   i. Restore mailboxes upon request from Receiver via the CSC within 48 hours after receiving request.
   j. Provide password security by facilitating password change per AR 25-2.
   k. Work with Army customers to implement Army mandated changes such as Cryptographic Card Logon (CCL) and other programs impacting e-mail services.

3. Customer Responsibilities:
   a. Make requirements known to Supplier
   b. Alert the Supplier as soon as possible regarding issues or problems as they arise
   c. Request services and support by providing necessary request and or documentation
   d. Supply forty-eight hours advance notice when requesting a mailbox move.
   e. Provide the Supplier one week advance notice with the appropriate approval when requesting forwarding of user mailbox to another location
   f. Alert Supplier immediately when a user departs or changes duty station in order to remove any e-mail referencing the user account
   g. Provide the Supplier forty-eight hours to restore a user mailbox
   h. Utilize Government e-mail and all it's components for official business only

4. Questions/Contact Information: If you have any questions or would like to obtain this service, please contact your Customer Account Manager (CAM) or check the DOIM web site at: http://doim.detrick.army.mil. If you do not know your CAM or your organization does not have a CAM assigned please contact the DOIM Help Desk at 301-619-2049 or via email at: *usagdoimhelpdesk@amedd.army.mil*.